Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Public Service Commission	1 0	11 8	2 0	14 8
Customer Company Total	1 0	11 8	2 0	14 8

Public Service Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Public Service Commission	1 0	11 1	2 1	14 2
Customer Company Total	1 0	11 1	2 1	14 2

Public Service Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Public Service Commission	1 0.91	11 0.32	2 0.73	14 0.42
Customer Company Total	1 0.91	11 0.32	2 0.73	14 0.42

Public Service Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Public Service Commission	1 0	11 1	2 0	14 1
Customer Company Total	1 0	11 1	2 0	14 1

Public Service Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Public Service Commission	1 0.91	11 0.68	2 0.76	14 0.71
Customer Company Total	1 0.91	11 0.68	2 0.76	14 0.71

Public Service Commission

Detail

INC000000197032	Ruben Arredondo	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Public Service Commission	Low	Closed	TTR Missed:	No	TTR:	
INC000000198269	Jerry Maio	Print/Copy/Scan/Fax	Incident	Novell iPrint		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Public Service Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000200024	Sheri Bintz	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Public Service Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000200796	Gary Widerburg	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Public Service Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000202741	Sheri Bintz	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.47
Metro A Desktop Support	Julie VanBeekum	Public Service Commission	Low	Closed	TTR Missed:	No	TTR:	0.49
INC000000205482	lorri dean	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Public Service Commission	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000205493	Lorri Dean	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	3.06
Metro B Desktop Support	Michael Barth	Public Service Commission	Low	Resolved	TTR Missed:	Yes	TTR:	6.24
INC000000205593	Lorri Dean	Application	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Martin Gonzalez	Public Service Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000206886	Trixie Behr	Network	Incident	None		TIR Missed:	Yes	TIR:	1.01
Metro A Hosting	Chris Kunde	Public Service Commission	Medium	Resolved	TTR Missed:	No	TTR:	1.01
INC000000206894	Trixie Behr	Network	None	None		TIR Missed:	No	TIR:	0.91
Metro A Hosting	Chris Kunde	Public Service Commission	High	Resolved	TTR Missed:	No	TTR:	0.91
INC000000209671	Lorri Dean	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Michael Barth	Public Service Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000211808	Carol Revelt	Network	None	None		TIR Missed:	No	TIR:	0.46
Metro A Hosting	Tom Carney	Public Service Commission	Medium	Resolved	TTR Missed:	No	TTR:	0.51
INC000000212232	Dave Clark	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Public Service Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000212237	Carol Revelt	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Public Service Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00